

**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
PUBLIC UTILITIES COMMISSION**

**IN RE: SUSPENSION OF SERVICE TERMINATIONS :  
AND CERTAIN COLLECTIONS ACTIVITIES : DOCKET NO. 5022  
DURING THE COVID-19 EMERGENCY :**

**PUBLIC UTILITIES COMMISSION’S DATA REQUESTS ON THE  
QUANTIFICATION OF WAIVED FEES  
SPRING 2021 UPDATE  
(Issued April 15, 2021)**

Include Name of Utility at the start of the responses and fill in the responding utility’s name in the bracketed “Name of Utility” spots.

In Order No. 23836 (June 2, 2020), the Commission ordered:  
Utilities subject to this order shall temporarily suspend late fees, interest charges, credit card fees, debit card fees and ACH fees. Each utility that charges late fees, interest charges, or passes through credit card, debit card, or ACH fees to the customer shall track the expense of late fees, interest charges not collected as well as credit card fees, debit card fees, and ACH fees absorbed by the utility which are not included in the utility’s revenue requirement, for later review by the PUC. This portion of the order will be reviewed in September 2020.

1. Does Pascoag Utility District typically charge late fees to customers? If so, please provide the tariff reference and the types of customers to whom the late fee applies.

Response by Harle Young:

Yes, Pascoag Utility District (PUD) charges a 1.5% late fee per month to customers per RIPUC 704 Terms and Conditions.

2. Does Pascoag Utility District typically charge interest on overdue balances to customers? If so, please provide the tariff reference and the types of customers to whom the interest charge applies.

Response by Harle Young:

Yes, the interest is charged on any unpaid balance including outstanding interest for both residential and non-residential customers

3. Does Pascoag Utility District typically pass through to the user the so called “convenience fees” associated with paying with credit cards or debit cards?

Response by Harle Young:

No, the District does not charge convenience fees per RIPUC No. 3569 Rev 210-A (1) PUD Waiver of Credit/Debit Card Payment Provision - RIPUC Order No. 17993.

4. Does Pascoag Utility District typically pass through to the user the so called “convenience fees” associated with paying with an ACH/electronic check?

Response by Harle Young

No, The District does not charge a convenience fee for ACH/Electronic Checks.

5. Does Pascoag Utility District intend to seek recovery of the costs associated with the absorption of the applicable fees?

Response by Harle Young:

No, the District Does not seek to recover these costs.

If the utility answered no to each of the preceding four questions, they can stop here. There is nothing more for the Commission to consider at this time. If the utility answered yes to one or more of the questions, please continue.

6. Please indicate the date upon which Pascoag Utility District ceased charging customers for late fees, interest fees, credit card/debit card payment fees, or ACH/check fees (please list each separately, even if the date is the same).

Response Harle Young:

The District stopped taking late fees and interest fees on March 17, 2020. The District Estimates the loss of income from late fees at \$36,609.44 through the end of March 2021.

7. Utilities only collect late fees and interest fees on accounts for which payments are made. Similarly, credit card/debit card fees and ACH/electronic check fees are only absorbed by the utility under the PUC’s order if payments are made. For the period commencing on the date provided in response to number 5 through the most recent date available (identify the date), please provide the following:

- a. The total number of accounts on which payments were made.  
n/a
- b. The number of accounts where payments were made and interest and/or late fees were waived.  
n/a
- c. The number of accounts where payments were made by credit card/debit card.  
n/a
- d. The number of accounts where payments were made by ACH/electronic check.  
n/a
- e. The dollar amount of credit card/debit card fees absorbed by the utility that would have otherwise been assessed to the customer paying with a credit card/debit card.  
n/a
- f. The dollar amount of ACH/electronic check absorbed by the utility that would have otherwise been assessed to the customer paying through ACH/electronic check.  
n/a
- g. The dollar amount of waived late fees on accounts where payments were made.  
n/a

- h. The dollar amount of waived interest fees on accounts where payments were made. If the response is that the dollar amount cannot be determined but the utility will seek cost recovery, please explain how the utility would quantify the amount to be recovered and meet a reasonable burden of proof.

n/a

- 8. Please indicate the first date Pascoag Utility District sent termination notices to customers with dates not affected by a Commission decision (in other words, the utility could follow through with a physical termination on or after the notice period if payment or a payment arrangement was not made). Please break out by customer class if applicable.

Response by Toriana Rudis:

The first date Pascoag Utility District began sending out termination notices to residential customers on July 7, 2020 with disconnect dates of July 22, 2020. Commercial termination notices were sent out on August 4, 2020 with a disconnect date of August 18, 2020.